*Administrative Technician:  Roles and Responsibilities*

For too long the military medical system has denied the importance of personnel who are considered the life-blood of any civilian medical practice.  The effort to improve the Military Health System is based on encouraging each essential part of the PCM team expand their presence and specific talents to enhance patient care/satisfaction by building an efficient patient care team!

The civilian world has tried to make money by decreasing administrative support personnel only to find that the clinic/hospital staff who ended up shouldering these extra duties did not perform as well as the trained administrative staff, nor did they place proper importance to their administrative tasks.  Numerous tracking and filing mistakes began to be costly.  Numerous civilian hospitals have returned to having receptionists and "ward clerks".

The following are only a few of the duties that the administrative technicians have been involved. In the future we also have the new computer system to face as a challenge.

1. Appointments

    - Acute, Chronic, Wellness
    - Make acute appointments as directed by provider or proper nursing personnel, depending on the acuteness and status of the patient.

2. Answer incoming calls

    - Providers, nurses, and medical technicians should only pick up the phone after initial screening done by the administrative technician.
    - A separate phone room set up so that no phones are initially answered at the front desk—which detracts from the care and attention patients should be receiving at the front desk.
    - Document phone consults
    - Schedule all Preventive Health Assessment appointments for the PCM team.
    - Send no show letters as needed.

3. Medical Records

    - Pull all records 24 hours prior to a routine scheduled appointment and when able, prior to an acute appointment in order to improve the continuity of care.
    - The case manager, medical technicians, and provider should be able to see the record prior to the appointment in order to check necessary labs, consults report results, and to order needed follow-up procedures before the patient arrives.  This makes the visit flow smoother and the staff appears to know what is going on.
    - Ensure all prevention and chronic flow sheets, patients results and Form 600's are completed and filed in the proper place before replacing the records in the medical records file or placing it in the pile to go back to records.
    - Retrieve missing lab and x-ray reports.
    - Follow up on consult reports from outside referrals and (internal) referrals that have not been filed or recorded in CHCS.

4. Information Center

    - PCM teams will notify the administrative technician of ALL changes in procedure or templates and the administrative technician will be responsible for ensuring that correct information is given to the patient.
    - Continuity Folder Responsibility
    - Lists of Internal Specialists, phone numbers, hours, basic explanation of routine procedures that can be explained to the patient.

- Lists of External Specialists and clinics, hours, patient liaison responsible for how to get hold of an English speaking representative.
- Clinic policies of routine clinics, how to access for same day acute appointments, where to go when same day appointments are filled.

5. Desk responsibility

- Ensure all paperwork is stocked at the front desk and in the Exam Rooms to assist the team to flow smoothly
- Expertise in Records
- Ensure that all medical staff perfect the completion and filing of appropriate and required forms.

6. Prevention Responsibility

- Track and send out appropriate prevention reminders.
- Call personnel who have a PHA 24 hours in advance to remind them of their appointment.
- Ensure Medical Staff are properly documenting information, in the right place—Teach, Lead, and give Feedback so the team does not have to panic before ANY inspection.
- Preventive Health Care Automated System will be coming, but in the short term all information will have to be entered manually.  A new contract will have to be written to making scanning capability a part of the system.

7. Metric Assistance

- Assist the Health Care Integrator and Nursing Staff in accessing CHCS databases
- Assist with documenting and reporting of Reportable Communicable Diseases

(Note:  This job description was developed on 21 January 1999 and is based on civilian model for delivering more efficient health care.)